

2009 Homeowners Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
ALLSTATE INDEMNITY COMPANY	38	0.00062	1.50663	5.20%	\$61,498,106
ALLSTATE INSURANCE COMPANY	30	0.00057	1.38182	4.47%	\$52,936,422
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	7	0.00028	0.67529	2.13%	\$25,274,917
AMCO INSURANCE COMPANY	3	0.00065	1.57712	0.39%	\$4,638,114
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	2	0.00063	1.53760	0.26%	\$3,171,547
AMERICAN COMMERCE INSURANCE COMPANY	9	0.00075	1.83399	1.01%	\$11,965,486
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	7	0.00047	1.15019	1.25%	\$14,839,254
AMERICAN INSURANCE COMPANY THE	2	0.00163	3.97023	0.10%	\$1,228,287
AMERICAN MODERN HOME INSURANCE COMPANY	3	0.00085	2.07084	0.29%	\$3,532,313
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	1	0.00073	1.77657	0.11%	\$1,372,470
AMERICAN SECURITY INSURANCE COMPANY	2	0.00325	7.92665	0.05%	\$615,213
AMICA MUTUAL INSURANCE COMPANY	1	0.00014	0.34604	0.59%	\$7,046,316
ARMED FORCES INSURANCE EXCHANGE	1	0.00060	1.46391	0.14%	\$1,665,599
AUSTIN MUTUAL INSURANCE COMPANY	3	0.00096	2.33660	0.26%	\$3,130,563
AUTOMOBILE INSURANCE COMPANY OF HARTFORD CONNECTICUT THE	3	0.00058	1.41592	0.43%	\$5,166,143
BALBOA INSURANCE COMPANY	3	0.00161	3.92637	0.15%	\$1,863,010
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	1	0.00093	2.26092	0.09%	\$1,078,451
COUNTRY MUTUAL INSURANCE COMPANY	8	0.00038	0.93480	1.76%	\$20,866,718
DEPOSITORS INSURANCE COMPANY	6	0.00057	1.38853	0.89%	\$10,536,102
EMPIRE FIRE & MARINE INSURANCE COMPANY	1	0.00182	4.42891	0.04%	\$550,539
ENCOMPASS INSURANCE COMPANY OF AMERICA	7	0.00076	1.84214	0.78%	\$9,265,306
FARMERS INSURANCE COMPANY OF WASHINGTON	59	0.00052	1.26226	9.63%	\$113,969,639
FARMERS INSURANCE EXCHANGE	8	0.00136	3.31367	0.49%	\$5,886,624
FIDELITY NATIONAL INSURANCE COMPANY	2	0.00119	2.91209	0.14%	\$1,674,599
FIRE INSURANCE EXCHANGE	14	0.00041	1.00699	2.86%	\$33,899,023
FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	1	0.00052	1.27988	0.16%	\$1,905,085
FOREMOST INSURANCE COMPANY	5	0.00053	1.28948	0.79%	\$9,454,567

2009 Homeowners Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00017	0.41044	0.50%	\$5,940,680
FOREMOST SIGNATURE INSURANCE COMPANY	4	0.00011	0.27577	2.99%	\$35,366,758
HARTFORD CASUALTY INSURANCE COMPANY	1	0.00187	4.55714	0.04%	\$535,048
HARTFORD INSURANCE COMPANY THE MIDWEST	7	0.00053	1.29484	1.11%	\$13,181,528
HARTFORD UNDERWRITERS INSURANCE COMPANY	3	0.00324	7.89639	0.07%	\$926,355
HOMESITE INSURANCE COMPANY OF THE MIDWEST	14	0.00200	4.87785	0.59%	\$6,998,172
HORACE MANN INSURANCE COMPANY	4	0.00252	6.14018	0.13%	\$1,588,414
IDS PROPERTY CASUALTY INSURANCE COMPANY	6	0.00044	1.08450	1.14%	\$13,489,862
LIBERTY MUTUAL FIRE INSURANCE COMPANY	12	0.00053	1.29985	1.90%	\$22,509,893
LIBERTY NORTHWEST INSURANCE CORPORATION	1	0.00015	0.35418	0.58%	\$6,884,264
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	14	0.00054	1.31010	2.20%	\$26,056,148
MUTUAL OF ENUMCLAW INSURANCE COMPANY	19	0.00037	0.91033	4.30%	\$50,890,766
NATIONWIDE INSURANCE COMPANY OF AMERICA	5	0.00146	3.55758	0.28%	\$3,426,891
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	4	0.00065	1.57353	0.52%	\$6,198,277
NEW LONDON COUNTY MUTUAL INSURANCE COMPANY	1	0.00638	15.55120	0.01%	\$156,791
NORTH PACIFIC INSURANCE COMPANY	1	0.00014	0.34898	0.59%	\$6,986,853
OREGON MUTUAL INSURANCE COMPANY	1	0.00033	0.80545	0.25%	\$3,027,234
PEMCO MUTUAL INSURANCE COMPANY	15	0.00019	0.47005	6.57%	\$77,808,663
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	17	0.00083	2.01718	1.73%	\$20,548,901
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	2	0.00090	2.19508	0.18%	\$2,221,597
SAFECO INSURANCE COMPANY OF AMERICA	46	0.00043	1.06046	8.94%	\$105,767,076
SENTINEL INSURANCE COMPANY LTD	6	0.00124	3.02039	0.40%	\$4,843,651
STANDARD FIRE INSURANCE COMPANY THE	5	0.00085	2.08138	0.49%	\$5,857,387
STATE FARM FIRE & CASUALTY COMPANY	37	0.00016	0.39926	19.10%	\$225,957,570
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	7	0.00072	1.75383	0.82%	\$9,731,827

Sorted by
Company Name

2009 Homeowners Insurance Company Complaints

Posted: 4/19/2010

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
TRAVELERS INDEMNITY COMPANY OF AMERICA THE	1	0.00091	2.22888	0.09%	\$1,093,954
UMIALIK INSURANCE COMPANY	5	0.00250	6.09952	0.16%	\$1,998,755
UNIGARD INSURANCE COMPANY	1	0.00012	0.28629	0.72%	\$8,516,820
UNITED SERVICES AUTOMOBILE ASSOCIATION	8	0.00018	0.42683	3.86%	\$45,700,175
UNITRIN AUTO AND HOME INSURANCE COMPANY	5	0.00044	1.06241	0.97%	\$11,475,309
USAA CASUALTY INSURANCE COMPANY	3	0.00010	0.25002	2.47%	\$29,257,108
VIGILANT INSURANCE COMPANY	1	0.00006	0.15455	1.33%	\$15,776,910
WESTERN NATIONAL ASSURANCE COMPANY	1	0.00035	0.86474	0.23%	\$2,819,664